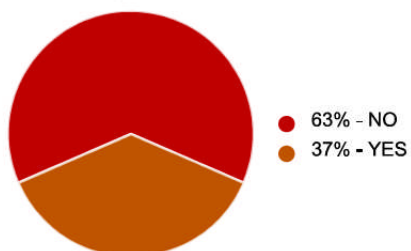


CenturyLink Internet Basics

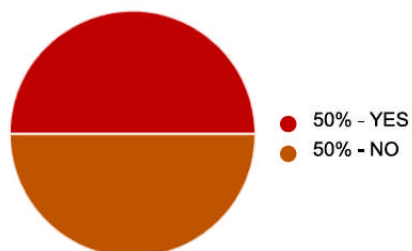
Results Summary Report October 1, 2011 – September 30, 2013

Customer Background

Computer at Home

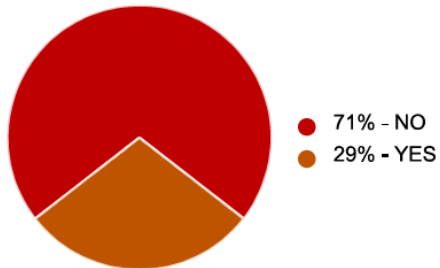


Internet Connection at Home

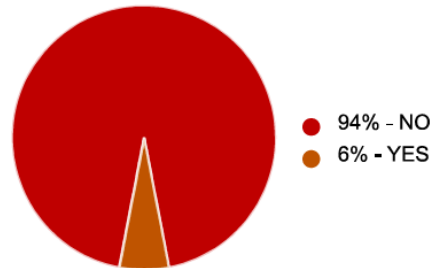


Used to Access the Internet	Total
My Home Computer	196
School Computer	53
Work Computer	67
Library or Other Public Location	113
Mobile Phone	51
Other Location	28
I have NEVER Accessed the Internet Before	45
Friend or Family Member's House	74

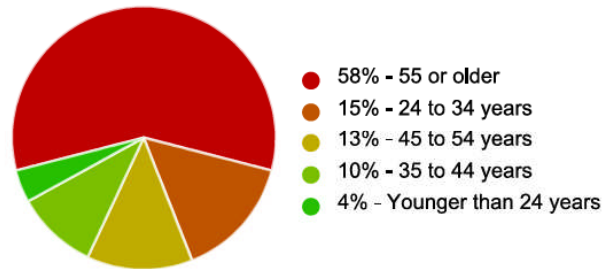
Employed?



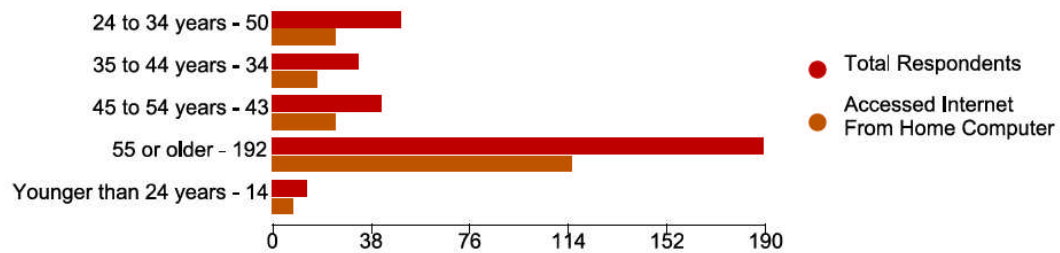
Business Owner?



Age Categories

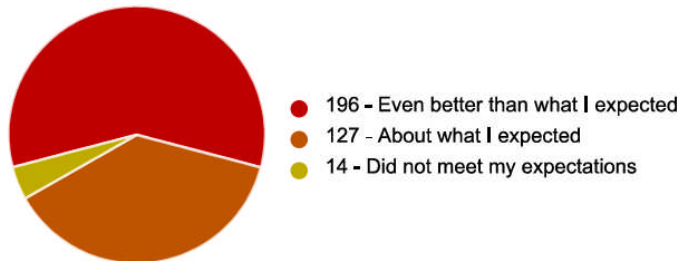


Accessed Internet From Home Computer



Customer Evaluations

Customer Expectations



Reason for Attending	Total
To learn more about CenturyLink's services	146
To understand how the Internet can be useful to my life	157
To learn how to use the Internet to search for employment	58
Other Reason	54
To improve my comfort level with using a computer	173
To learn how to access the Internet	98
To learn how to do basic searches on the web	117

Outcomes as a Result of the Training	Total
Other outcome	30
I am more motivated to access the Internet	157
I am more comfortable with using a computer	152
I am more familiar with opportunities that can be accessed on-line	129
I better understand affordable options available through CenturyLink to obtain a computer	125
I am more knowledgeable of local programs and resources that can help me use the internet after I go home	99

Partner Organizations Promotions

